



CHILD SUPPORT SERVICES, DEPARTMENT OF CAREER EXECUTIVE ASSIGNMENT EXAMINATION ANNOUNCEMENT

California State Government supports equal opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, sexual orientation, medical condition or pregnancy. It is an objective of the State of California to achieve a drug-free work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing Civil Service, and the special trust placed in public servants.

DEPARTMENT:	CHILD SUPPORT SERVICES, DEPARTMENT OF	RELEASE DATE:	Tuesday, May 25, 2010
POSITION TITLE:	Assistant Director, Office of Payment Management & Interstate Services	FINAL FILING DATE:	Tuesday, June 8, 2010 or until filled
CEA LEVEL:	CEA 1	EXTENDED FINAL FILING DATE:	
SALARY RANGE:	\$ 6,173.00 - \$ 7,838.00 / Month	BULLETIN ID:	05252010_3

POSITION DESCRIPTION

Under the general administrative direction of the Department of Child Support Services (DCSS) Executive Directorate, (Director and Chief Deputy Director), the Assistant Director, Office of Payment Management (OPM) and Interstate Services, is responsible for the effective formulation, implementation and evaluation of all policies and procedures pertaining to program payment services and interstate service requests. This includes the responsibility for the administrative and operational processes of the Payment Management and the Interstate Sections. The Assistant Director provides executive-level leadership, and assists the Executive Directorate with statewide policy setting for all collection and distribution services and customer financial activities, and for CCR program administration, implementation, evaluation and quality management with an emphasis on the creation of international, statewide and local child support policy standardization.

The Assistant Director's responsibilities for the Payment Management Section include the oversight of the delivery of services provided by the Service Provider at the DCSS State Disbursement Unit (SDU), which is responsible for processing collections and disbursements in child support payments to custodial parents. The Assistant Director is also responsible for significant customer financial issues including safeguarding the Department against incidents of fraud. The Assistant Director's policy role in this financial area will directly affect the 58 local child support agencies throughout the state.

The Assistant Director's responsibilities for the Interstate Services Section include the administrative and operational processes of a federally mandated program, the California Central Registry (CCR). The State of California under Title 45 Code of Federal Regulations is required to establish a program for the submission and processing of interstate child support enforcement case referrals. CCR is also governed by the Uniform Interstate Family Support Act and the California Family Code. The Assistant Director is also responsible for an ongoing liaison between the local child support agencies and nationwide child support enforcement agencies. CCR is responsible for enforcement agreements with over 20 international jurisdictions, and it also handles processing of direct applications from

non-reciprocation countries. CCR is required to meet federally mandated compliance processing time frames for initiating interstate case referrals and providing case status updates. The Assistant Director is also responsible for a business redesign of the CCR process, accommodating the new functionality provided by the California Child Support Automated System (CCSAS) and to significantly improve federal compliance percentages.

MINIMUM QUALIFICATIONS

Applicants must meet the following minimum qualifications:

Either I

Must be a State civil service employee with permanent civil service status or who previously had permanent status in the State civil service.

Or II

Must be a current or former employee of the Legislature, with two or more consecutive years as defined in Government code § 18990.

Or III

Must be a current or former non-elected exempt employee of the Executive Branch with two or more consecutive years (excluding those positions for which salaries are set by statute) as defined in Government Code § 18992.

Or IV

Must be a person retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code § 18991.

KNOWLEDGE AND ABILITIES

Applicants must demonstrate the ability to perform high administrative and policy – influencing functions effectively. Such overall ability requires possession of most of the following more specific knowledge and abilities:

(1) Knowledge of the organization and functions of California State Government including the organization and practices of the Legislature and the Executive Branch; principles, practices, and trends of public administration, organization, and management; techniques of organizing and motivating groups; program development and evaluation; methods of administrative problem solving; principles and practices of policy formulation and development; and personnel management techniques; the department's or agency's Equal Employment Opportunity Program objectives; and a manager's role in the Equal Employment Opportunity Program.

(2) Ability to plan, organize, and direct the work of multidisciplinary professional and administrative staff; analyze administrative policies, organization, procedures and practices; integrate the activities of a diverse program to attain common goals; gain the confidence and support of top level administrators and advise them on a wide range of administrative matters; develop cooperative working relationships with representatives of all levels of government, the public, and the Legislature and Executive branches; analyze complex problems and recommend effective courses of action; and prepare and

review reports; and effectively contribute to the department's or agency's Equal Employment Opportunity objectives.

These knowledge and abilities are expected to be obtained from the following kinds of experience with substantial participation in the formulation, operation and/or evaluation of program policies (experience may have been paid or volunteer; in State service, other government settings, or in a private organization):

CEA Level 1. Supervisory/administrative experience in a line or staff activity, including the execution and/or evaluation of program policies.

CEA Levels 2 and 3. Broad administrative or program manager experience with substantial participation in the formulation, operation, and/or evaluation of program policies.

CEA Levels 4 and 5. Extensive managerial and program administrative experience which has included substantial responsibility for a combination of management functions such as program planning; policy formulation; organization coordination and control; and fiscal and personnel management. Where high technical professional qualifications are of primary importance in performing the duties of a given CEA position, then the above required experience may have been in a staff capacity exercising professional skills to influence and contribute to program, policy, and methods of providing those professional services. Primary examples are medical doctors and attorneys.

DESIRABLE QUALIFICATION(S)

1. Demonstrated knowledge of federal and state policies, rules & standards relative to program payment functions.
2. Experience in recommending, developing and implementing policies relative to payment/financial service programs.
3. Administrative experience communicating with the Governor's Office, Legislature, Agency, Local Government, Federal Officials, and within State Government.
4. Managerial experience that demonstrates the ability to successfully apply organizational leadership, communicate clearly, facilitate decision-making, promote team work, and define and achieve success across multi-disciplinary stakeholder interests.
5. Knowledgeable of Social/Human Services Programs and Federal and Local Partners.
6. Writing Skills

EXAMINATION INFORMATION

A minimum rating of 70% must be attained to obtain list eligibility. Hiring interviews may be conducted with the most qualified candidates. All candidates will receive written notification of their examination results. The result of this examination will be used only to fill the position of **Assistant Director, Office of Payment Management & Interstate Services**, with the **CHILD SUPPORT SERVICES, DEPARTMENT OF**. Applications will be retained for twelve months.

The Results of this examination will be used only to fill this position and may be used to fill

subsequent vacancies for this position for a period of up to twelve months.

DESIRABLE CHARACTERISTICS:

A)Leadership - Ability to embrace a leader's role and continuously model the behaviors, traits, values and characteristics of a successful leader, which includes: integrity, accountability and ethical behavior; understand and promote the vision and departmental mission; set and attain goals, construct a clear sense of purpose; manage change; be creative and innovative; and plan strategically.

B)Communication Skills - Ability to present information and express ideas in a clear, confident and convincing manner; and to receive, attend to, and respond in ways that are appropriate to listeners and situations.

C)Decision Making - Ability to make informed decisions via objective data, research and analysis, and input from team members and key stakeholders; understand good government; and make difficult decisions and understand consequences of actions.

D)Team Work - Understands that success is achieved through the maximization of the skill sets of team members; possess the ability to continuously inspire, motivate, and coach diverse work teams to achieve goals; collaborate to achieve common goals and objectives; utilize effective consultation and negotiation skills; and creates a work culture that attracts and retains diverse and talented people.

E)Customer Service Orientation - Understands the importance of customer service and ensures customers' expectations and needs are met and/or exceeded; represents the department in a professional and respectful manner; is attentive to importance of time and urgency of issues; and understands and is sensitive to political influences.

FILING INSTRUCTIONS

Applicants who fail to submit the Statement of Qualifications may be eliminated from the examination. Applications may also be filed in person at 11150 International Drive, 2nd Floor, Rancho Cordova, CA. 95670

Interested applicants must submit:

- A completed Standard State Application (Form 678).
- A "Statement of Qualifications". The Statement is a narrative discussion of how the candidate's education, training, experience, and skills meet the minimum and desirable qualifications and qualify them for the position. The Statement of Qualifications serves as a documentation of each candidate's ability to present information clearly and concisely in writing and should be typed and no more than two pages in length.
- Resumes do not take the place of the Statement of Qualifications.

Applications must be submitted by the final filing date to:

CHILD SUPPORT SERVICES, DEPARTMENT OF, Personnel Services Section
P.O. Box 419064-MS 25, Rancho Cordova, CA 95741-9064
Kim Ferrell | (916) 464-5013 | kim.ferrell@dcss.ca.gov

SPECIAL TESTING

If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the "Examination Application." You will be contacted to make specific arrangements.

GENERAL INFORMATION

If you meet the requirements stated in this bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of others who take this test, and all candidates who pass will be ranked according to their scores.

The CHILD SUPPORT SERVICES, DEPARTMENT OF reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others.

Class specs: <http://www.dpa.ca.gov/textdocs/specs/s7/s7500.txt>